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TRANSMITTAL FORM (to be used for all correspondence after initial filing)	Application Number	09/477,991	
	Filing Date	01/05/2000	
	First Named Inventor	Bryce A. Jones	
	Art Unit	2157	
	Examiner Name	Barbara N. Burgess	
Total Number of Pages in This Submission	8	Attorney Docket Number	1264

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SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT			
Firm Name	Setter Roche LLP		
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TECHNOLOGY CENTER 2100**

Practitioner's Docket No. 1264

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: Bryce A. Jones

Confirmation No.: 1039

Application No.: 09/477,991

Group No.: 2157

Filed: January 5, 2000

Examiner: Barbara N. Burgess

For: METHOD AND APPARATUS FOR PROCESSING WEB CALLS IN A
WEB CALL CENTER

Mail Stop: AF

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

RESPONSE TO FINAL OFFICE ACTION

Introductory Comments

In response to the final Office Action dated May 26, 2006 (hereinafter "the final Office action), please consider the following remarks. As this response is being submitted within two months of the date of the final Office action, the Assignee respectfully contends that the extension of time policy set forth in 37 C.F.R. § 1.136(a) and MPEP § 714.13 pertaining to responses to final rejections applies to this response.